

AGENCY STRATEGIES AND OUTPUT, EFFICIENCY, AND EXPLANATORY MEASURES

STRATEGY 01.01.01

Operate a timely, cost-effective application and renewal licensure system for pharmacies and pharmacists, and pharmacy technicians.

Output Measures

- Number of Individuals Examined
- Number of New Licenses Issued to Individuals
- Number of Licenses Renewed (Individuals)
- Number of New Registrations Issued to Individuals
- Number of Registrations Renewed (Individuals)

Efficiency Measures

- Average Cost of Examination
- Average Licensing Cost per Individual License Issued
- Average Licensing Cost per Individual Pharmacy Technician Registration Issued
- Average Licensing Cost per Facility License Issued
- Percent of New Individuals Licenses Issued Within Ten Working Days
- Percent of Individual Licenses Issued Within Seven Working Days

Explanatory Measures

- Total Number of Individuals Licensed
- Total Number of Business Facilities Licensed
- Total Number of Individuals Registered
- Pass Rate

STRATEGY 02.01.01

Emphasize preventive enforcement by conducting compliance inspections of pharmacies, promote voluntary compliance by providing information, education and technical assistance to licensees; and protect public health and safety by receiving, investigating, and resolving complaints, disciplining licensees, and monitoring compliance with disciplinary orders resulting from board adjudication.

Output Measures

- Number of Inspections
- Complaints Resolved

Efficiency Measures

- Average Time for Complaint Resolution
- Average Cost per Complaint Resolved

Explanatory Measures

- Jurisdictional Complaints Received

STRATEGY 02.01.02

Operate a Peer Assistance Program by monitoring the growth, development, and compliance of a program to aid pharmacists and eligible pharmacy students impaired by chemical abuse or mental or physical illness, and monitor the success of individuals in the program.

Output Measure

- Number of Students Participating in Peer Assistance Program
- Number of Licensed Individuals Participating in Peer Assistance Program

STRATEGY

Develop and implement a plan for increasing the use of historically underutilized businesses through purchasing and public works contracts and subcontracts.

Output Measures

- Number of HUB Contractors and Subcontractors Contacted for Bid Proposals
- Number of HUB Contracts and Subcontracts Awarded
- Dollar Value of HUB Contracts and Subcontracts Awarded